

# Vertiv™ Avocent® LongView™ 5520 High Performance KVM Extender System Release Notes

VERSIONS 1.12, SEPTEMBER 2023

## Release Notes Section Outline

1. Features and Enhancements
2. Version Information
3. Upgrade Instructions
4. Resolved Issues
5. Known Issues

## 1. Features and Enhancements

This version of the Vertiv™ Avocent® LongView™ 5520 high performance KVM extender system adds the following features and enhancements:

- Added updates to factory programming for video, USB and audio
- Added Mass Storage support
- Added 5K resolution support
- Added video loss indication
- Added audio routing [DisplayPort (DP), USB to Analog]
- Added support for Cu/RJ45 SFP support (where allowed)

## 2. Version Information

APPLIANCE/PRODUCT	CODE VERSION
Vertiv™ Avocent® LongView™ 5520 extenders	V1.12

## 3. Upgrade Instructions

To upgrade the firmware:

1. Obtain the firmware upgrade file.
2. Rename the file to **upgrade.bin**, then copy the file to the top level of an FAT32-formatted USB stick.
3. Ensure the receiver and transmitter are linked together by a copper or fiber network cable, then ensure each is powered on and the LINK LED is lit green.
4. Press and hold the receiver reset button until the Status LED flashes blue and red.
5. Release the receiver reset button and wait for the link to re-establish video, USB and audio connections.
6. Insert the USB stick into the left USB port (port 1) on the receiver front panel; the upgrade process is automatically initiated for both the transmitter and the receiver.

**NOTE: The right USB port cannot be used to apply upgrades; this port is for the transparent USB.**

7. If you wish to monitor the upgrade status, the On-Screen Display (OSD) provides a progress indicator. Press the keyboard **CTRL** key three times to display OSD. The status LEDs on the transmitter and receiver flash red/green as the upgrade takes place, and a progress indicator displays on the OSD. After approximately eight minutes, the transmitter and receiver reboot and the LEDs light green to indicate a successful upgrade.

**NOTE: The video screen output may flicker during the reboot process, but this settles and re-displays video output after a minute or so.**

#### 4. Resolved Issues

**NOTE: All of the resolved issues listed below are applicable only to code version 1.05. No resolved issues for version 1.10 are available at this time.**

The following table details the issues resolved by this release of the Vertiv™ Avocent® Longview™ 5520 extender system.

AREA	ISSUE DESCRIPTION
Audio	<ul style="list-style-type: none"> <li>• Audio goes into a sleep mode.</li> <li>• Audio input can cause the receiver to lock up.</li> </ul>
Keyboard	Hotkeys are passed through to the host operating system.
LED	LED commands are allowed to target all LEDs.
OSD	<ul style="list-style-type: none"> <li>• The OSD is not in a consistent position.</li> <li>• The OSD may close unexpectedly.</li> <li>• The OSD automatically shows on warnings and errors.</li> </ul>
Upgrade	<ul style="list-style-type: none"> <li>• The upgrade hangs at 99%.</li> <li>• The upgrade failed on the Vertiv™ Avocent® Longview™ 5520 extender system.</li> <li>• The upgrade is likely to fail if video streams change.</li> <li>• Forced upgrades of external Flash devices are allowed.</li> <li>• Video freeze OSD indication was updated.</li> </ul>
USB	<ul style="list-style-type: none"> <li>• The WACOM PTH-660 touchpad does not work.</li> <li>• The OSD is delayed when using USB mass storage devices.</li> <li>• Enable the USB mass storage support by default.</li> <li>• Disable the USB mass storage emulation.</li> <li>• Import USB fixes.</li> <li>• Support was added for virtual USB device drivers.</li> </ul>
Video	<ul style="list-style-type: none"> <li>• Video can be lost when rebooting the transmitter or disconnecting displays from the receiver.</li> <li>• The video loss detection does not always trigger.</li> <li>• The video loss indicator sometimes causes a red screen.</li> <li>• DP link oversubscribed - Dual 4K, 3840 x 2160@46 on second head.</li> <li>• The 4K DCI monitor resets the receiver when switched to DP1.1 mode, and the video does not return.</li> <li>• The Extended Display identification Data (EDID) preferred timing may be incorrect.</li> <li>• Support was added for attaching EDIDs directly in debug builds.</li> <li>• DP audio to analogue mapping was added.</li> <li>• Video freeze detect feature.</li> <li>• Limited capabilities exist for the EDID to report to the DPCD receiver.</li> <li>• The Dell P2418HT touch screen is intermittent.</li> </ul>

## 5. Known Issues

The following table details the known issues in this release of the Vertiv™ Avocent® Longview™ 5520 extender system.

AREA	ISSUE DESCRIPTION
Audio	<ul style="list-style-type: none"><li>• Audio goes into a sleep mode.</li><li>• Audio input can cause the receiver to lock up.</li></ul>
USB	<ul style="list-style-type: none"><li>• Mac function/media keys are mapping incorrectly.</li><li>• Disconnecting the USB drive can cause the receiver to crash.</li><li>• Infrequent USB dropouts occur with Windows 11.</li><li>• WACOM DTH2420 - USB is lost when power cycling the receiver.</li></ul>
Video	<ul style="list-style-type: none"><li>• The receiver intermittently fails to display one head after reset (~1/10).</li><li>• Video display issues occur when using a DP-to-HDMI adapter.</li></ul>